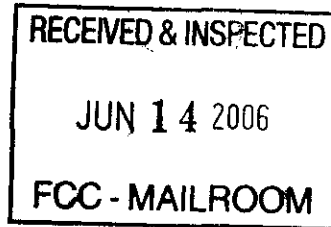




Voila IP
COMMUNICATIONS



June 7, 2006

DOCKET FILE COPY ORIGINAL

Electronic Filing – Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Re: WC Docket 05-196; Subscriber Acknowledgement Report (June 7, 2006)
Compliance Letter for Voila IP Communications, Inc.

Dear Ms. Dortch:

Submitted herewith is the Subscriber Acknowledgment Report dated June 7, 2006 for Voila IP Communications, Inc. as required by the Federal Communications Commission (and clarified by the Enforcement Bureau) in Docket 05-196. Please refer any questions or correspondence regarding this matter to the undersigned.

Sincerely yours,

Dean H. Fisher
General Counsel
DHF/mss
Enclosure (1)

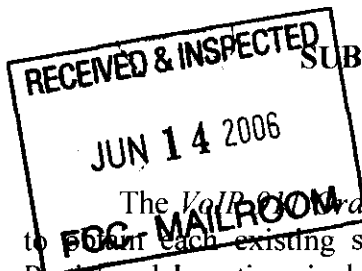
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VOILA IP COMMUNICATIONS, INC.

WC DOCKET NO. 05-196

SUBSCRIBER ACKNOWLEDGMENT REPORT

JUNE 7, 2006



The *VoIP 911 Order* requires a detailed description of all actions the provider has taken to ensure each existing subscriber's current Registered Location and each new subscriber's Registered Location, including, but not limited to relevant dates and methods of contact with subscribers, and quantification of how many of the VoIP provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report.

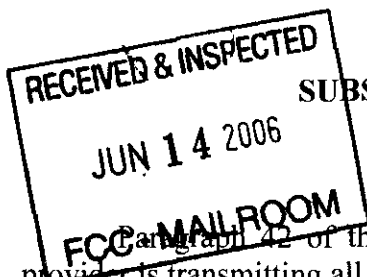
At present, Voila IP Communications, Inc. (Voila IP) has received written acknowledgements from 100% of its customers indicating their receipt of a letter from Voila IP describing in some detail the differences between E911 calls utilizing Internet protocol and those 911 calls made using the Public Switched telephone network, those circumstances, events or situations that might render E911 dialing impossible or otherwise unavailable, as well as other information concerning E911 emergency dialing. All subscribers were contacted at or near the time of initiation of service (Between December 2005 and March 2006) and provided with affirmative acknowledgments for them to sign and warning stickers to place on or near each phone instrument.

The VoIP 911 Order requires a detailed description of how the provider is currently maintaining any acknowledgements received from its subscribers. Customer acknowledgements are recorded in a database that records the customer's name, Registered Location, date service was initiated, date the acknowledgement was signed, and the name of the person responsible for obtaining that acknowledgement.

The *VoIP 911 Order* requires a quantification of whether and how the VoIP provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service.

Subscribers to Voila IP services are contacted at or near the time that service is activated by their sales representatives who have delivered stickers (at least one sticker per phone instrument) to 100% of customers relating to E911 usage for phones utilizing the Internet. In each instance stickers were distributed either upon installation of VoIP services, or during a follow up call by the sales representative to confirm the customer's system had been properly implemented.

The *VoIP 911 Order* requires quantification, on a percentage basis, of the number of its customers to whom it did not send the advisory notice or written acknowledgement and to whom it did not send warning stickers or other appropriate labels as identified in the Order. Zero (0%) percent of Voila IP's customers were not sent this information. Because all of Voila IP's subscribers have signed affirmative acknowledgements, there are no other actions or plans to be taken towards any subscribers that have not affirmatively acknowledged having received and understood the advisory.



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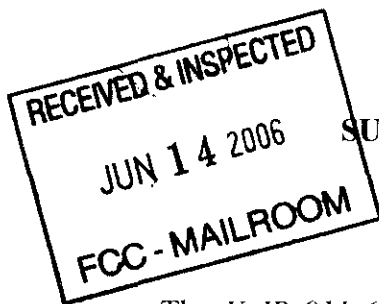
Paragraph 42 of the *VoIP 911 Order* requires a detailed statement as to whether the provider is transmitting all calls to the appropriate PSAP, designated statewide default answering point, or appropriate local emergency authority utilizing the Selective Router, the trunk line(s) between Selective Router and the Public Safety Access Point (PSAP), and such other elements of the Wireline E911 Network as are necessary in those areas where Selective Routers are utilized. If the provider is not transmitting all 911 calls to the correct answering point in areas where Selective routers are utilized, this statement should include a detailed explanation why not. In addition, the provider should quantify the number of Selective Routers to which it has interconnected, directly or indirectly, as of November 28, 2005.

Voila IP currently satisfies the requirements for VoIP carriers under the *VoIP 911 Order* by interconnecting through its third party underlying carriers. Voila IP contracts with a select number of different underlying, facilities-based carriers for transmission of enhanced services, including internet and voice over internet capabilities. Voila IP collects the end user information, such as the street address/physical address or location (Registered Location) of each VoIP phone instrument or phone number (DID), and submits that information to the appropriate facilities-based underlying carrier for the area where the end user customer's Registered Location is located. The underlying facilities based carrier then registers the end user customer information with the appropriate PSAP for that customer's Registered Location.

All of Voila IP's current customers are located in the state of Texas, which does not have a designated statewide default answering point. Therefore, Voila IP does not utilize such a designated statewide default answering point in routing its calls. All 911 calls are being transmitted to the appropriate PSAP, or appropriate local emergency authority utilizing the Selective Router, the trunk line(s) between the Selective Router and the PSAP, and such other elements of the Wireline E911 Network as are necessary in those areas where Selective Routers are utilized. As of November 28, 2005, none of Voila IP's customers were interconnected, directly or indirectly through Selective Routers.

Paragraph 42 of the *VoIP 911 Order* requires a detailed statement as to whether the provider is transmitting via the Wireline E911 Network the 911 caller's ANI and Registered Location to all answering points that are capable of receiving and processing this information. Voila IP's customers are serviced by two (2) answering points within Voila's service area, 100% of which are capable of receiving and processing ANI and Registered Location information that Voila IP's underlying carriers submit. 100% of Voila's customers are capable of having their ANI and Registered Location information transmitted to answering points that are capable of receiving and processing this information.

Paragraph 42 of the *VoIP 911 Order* requires a description of any areas where the provider is not in compliance with such Order. There are no areas where Voila IP has customers that it is not in compliance with the terms of the *VoIP 911 Order*. Voila IP currently provides service in the Houston and San Antonio SMAs. All Texas subscribers are in full compliance with the VoIP Order.



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The *VoIP 911 Order* requires VoIP providers to provide a detailed description of the methods the provider has offered to existing subscribers to update their Registered Locations. This information should include a statement as to whether the VoIP provider is offering its subscribers at least one option for updating their Registered Location that permits them to use the same equipment that they use to access their interconnected VoIP service.

Voila IP's subscribers may update their Registered Locations by (1) mailing, faxing or delivering to Voila IP's customer service department a hard copy of their request to update their Registered Location; or (2) use their internet phone (the same equipment that they use to access their interconnected VoIP service) to contact Voila IP's customer service department at 1-832-201-6211 to provide them with the information needed to update their Registered Location; or (3) email Voila IP's customer service department at support@voilaip.com to provide them with the information needed to update their Registered Location. Voila IP is in the process of establishing a means by which subscribers can log in to their accounts on Voila IP's web page and update their Registered Location directly into Voila IP's database.

The *VoIP 911 Order* requires a detailed statement of any technical solutions the provider is implementing or has implemented to ensure that subscribers have access to 911 services whenever they use their service nomadically. Currently, Voila IP does not support nomadic service.

The name, title, address, phone number and email address of the persons responsible for Voila IP's compliance efforts with the *VoIP E911 Order* are:

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